Maintenance and Cleaning

General Notice 2
Maintenance by Qualified Personnel 2
Safety 2
Troubleshooting 2
Ordering Spare Parts 3
Note on Cleaning 3
Cleaning Agents 3
Printhead 5
Cleaning the Printhead 5
Changing the Printhead 7
Print Roller 8
Cleaning the Print Roller 8
Changing the Print Roller 8
Punch Sensor 10
Index 11

General Notice

Maintenance by Qualified Personnel

Regular technical maintenance is required to ensure that the device is always in operating order.

Qualifications

Maintenance work should only be carried out by qualified personnel. The safety, reliability and longevity of the device depend on correct maintenance.

➠ Persons causing damage as a result of unqualified maintenance, repair and care are liable for these costs.

Manufacturer Service

For reliable maintenance, servicing, diagnosis and troubleshooting, please contact your supplier, nearest dealer or another service supplier authorized by the manufacturer.

Safety

WARNING!

Maintenance and cleaning may result in hazardous situations. Accidents can occur by mechanical or electrical means if safety instructions are not observed!

➜ Turn off the device and remove from the power supply prior to cleaning or maintenance work!
➜ On no account should liquid be allowed to enter the device!
➜ Do not use any of kind of spray directly on the printer! Moisten a cloth with a cleaning agent to clean the device!
➜ Repairs to the printer may only be carried out by a trained service technician!

Troubleshooting

Status

If device malfunctions occur, analyze the device messages first. Please read the relevant chapter contained in this documentation.

Calling for Service

If you are not authorized to carry out a diagnosis and repair of problems, please call your technician or authorized service supplier. The service personnel have the required information and replacement parts to correctly carry out the repairs.

Ordering Spare Parts

CAUTION! - Using parts that do not meet the manufacturer's high standards may damage the machine.

➜ Only use original spare parts supplied by the manufacturer.

Order Specifications

The following information is required when ordering spare parts:

- Model
- Device serial number
- Optional device configuration
- Description and part number of the spare part
- Number of parts required

Note on Cleaning

Frequency of Care

Frequent maintenance and cleaning is required to ensure that the device operates safely and provides a high level of performance. The frequency with which maintenance checks are required depends on operating and environmental conditions, the length of operation daily, and the print media used.

➠ In particular, the printhead and feed roller need to be checked regularly for paper, adhesives and ink residues.

Cleaning Agents

Dirty component	Cleaning agent	Order number
Printhead	Printhead Cleaning pen (Fig. [1]) Cleaning paper	95327 5030
Print roller and other rubber rollers	Roller cleaner (Fig. [2])	98925
Metal deflection axis or -guide tube	Cleaning fuel Label remover	 90073
External parts	Common neutral cleaning liquid	

[Tab. 1] Recommended cleaning agents.

CAUTION! - Keep to the following rules to avoid damaging the device:

➜ Do not use any cleaning agent that could damage or destroy the resin surface, labelling, display, nameplates, electrical components, etc.

➜ Do not use any cleaning agents that are abrasive or damaging to plastics. Avoid acid or alkaline solutions.

[1] Printhead cleaning pen (left) and roller cleaner (right).

Printhead

➠ If you do not have any professional ESD protection equipment (ESD wrist-band, ESD shoes, …), please place one hand on an earthed object near to you (e.g. tap or radiator) before touching the device to discharge any static charge your body may be carrying.

➠ Clean printhead regularly to ensure optimal print head condition. It is recommended this is done when replacing the roll of foil, using cleaning paper (article no. 5030).

CAUTION! - Electrostatic discharge (ESD) or contact with sharp objects may damage the printhead!

➜ Protect the printhead from electrostatic discharges when performing maintenance work or cleaning!

➜ Please try to keep bare hands away from the thermotransfer printhead (1) as much as possible!

➜ Do not allow sharp objects to come into contact with the thermotransfer printhead!

Cleaning the Printhead

Impurities such as lint and color particles from the thermotransfer foil may collect on the printhead during printing. This can lead to a noticeable detrimental effect on the printed image, shown by:

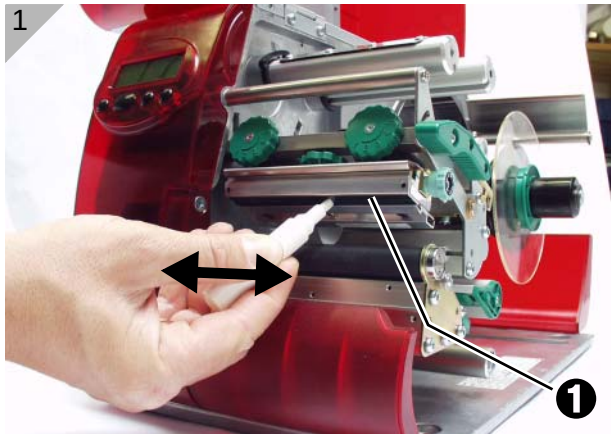
- Differing contrast on the labels
- Light stripes in the printing direction

How to clean the printhead:

1. Switch off the printer.
2. Open the printhead pressure lever. The printhead folds upwards.
3. Remove material and foil from the printer.

Cleaning with the cleaning pen

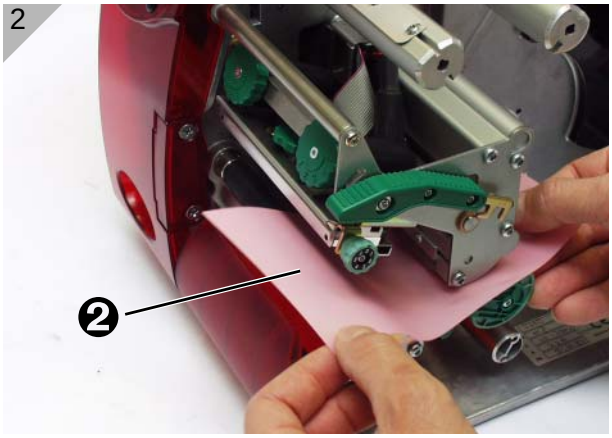
4. Applying light pressure, go over the thermotransfer printhead (1) a few times with the cleaning pen (Fig. 1).



Cleaning with the cleaning paper

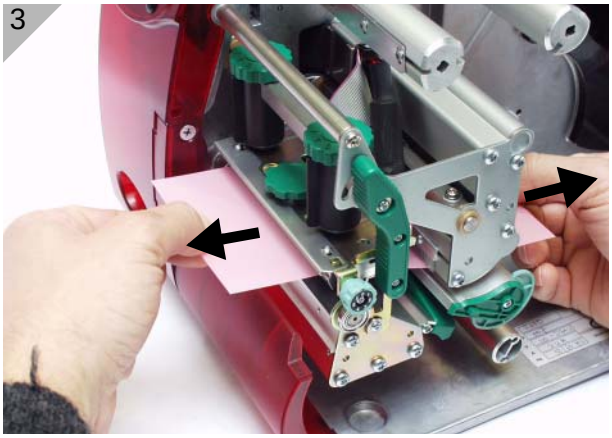
1. Cut a strip of cleaning paper matching the printhead width.
2. Insert the cleaning paper (2) into the printer with the rough side facing upwards (Fig. 2).
3. Close the pressure lever.

2



4. Move the cleaning paper back and forth repeatedly (Fig. 3).

3



Cleaning with alcohol-based solvents

➠ Only use alcohol-based solvents (ethanol) when the other two cleaning agents are not available!

CAUTION! - Alcohol-based solvents are flammable!

➜ Observe the safety instructions when handling flammable liquids.

➜ Don´t smoke.

➜ Moisten a lint-free cloth with the solvent; wipe the thermotransfer printhead with the cloth.

Changing the Printhead

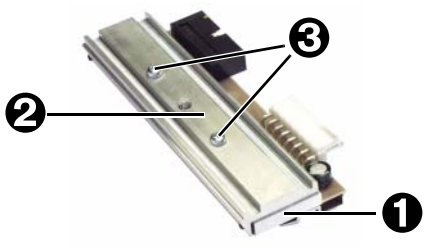


Fig. 1: Printhead (1) with bracket (2).

CAUTION! - Printhead (1) and bracket (2) were adjusted exactly by means of special positioning tools.

➜ Don´t loosen the screws (3) fixing the printhead on the bracket.

Dismantling the printhead:

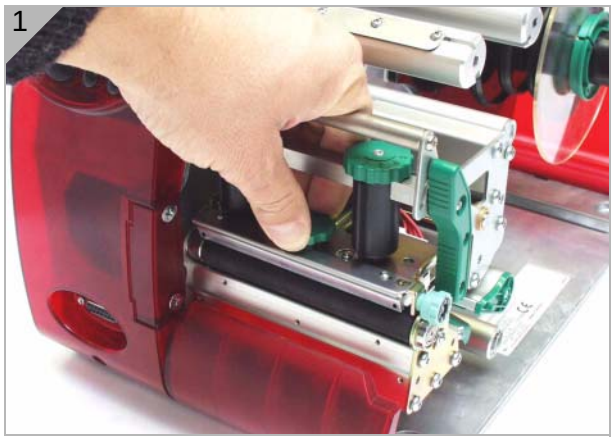
1. Switch off the printer and disconnect from the power.
2. Remove material and foil from the printer.
3. Close the pressure lever (1).
4. Remove the knurled screws (2) (Fig. 1).
5. Open the pressure lever.

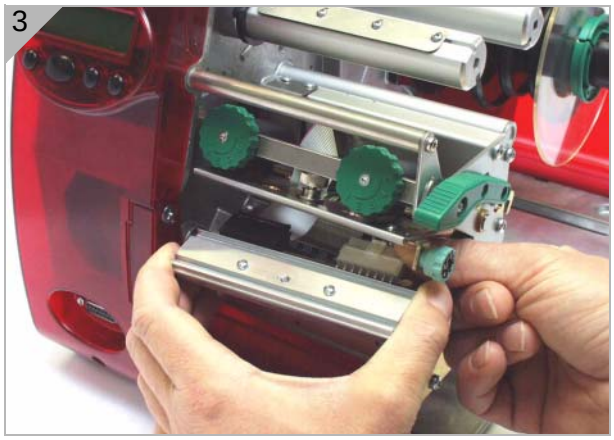
   The printhead is released from the fastener and remains on the print roller (Fig. 2).
6. Remove both printhead cables from the printhead (Fig. 3).

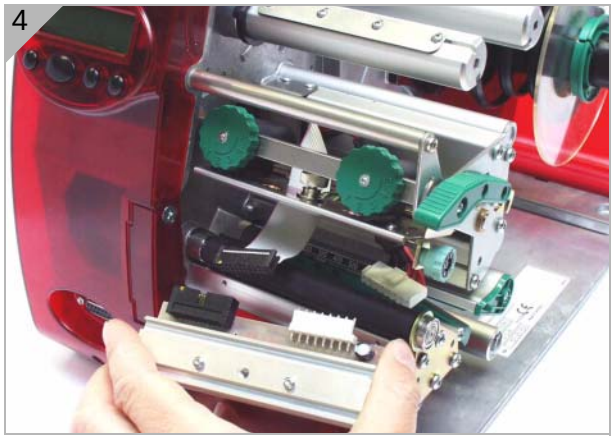
   The printhead has been dismantled.

Fitting the printhead:

1. Note the resistance of the new printhead. You can read this on a sticker directly on the printhead!
2. Affix the printhead cable.
3. Press the printhead against the fastener from below and tighten the knurled screws.
4. Call up the parameter *SYSTEM PARAMETERS > Head resistance* and enter the printhead resistance you noted earlier.







Print Roller

Cleaning the Print Roller

Contamination on the print roller can degrade the quality of the print and the transport of the material.

1. Switch off the printer and disconnect from the power
2. Remove material and foil from the printer.

   ➠ You can access the print roller more easily if you remove the tear-off edge (1) beforehand.
3. To do this, unfasten the screw (2) in the middle of the tear-off edge (Fig. 2). You need a size 10 Torx screwdriver for this. Now remove the tear-off edge.
4. Moisten a lint-free cloth with roller cleaner and wipe the printer roller (Fig. 3). Gradually rotate the roller until it is completely clean.
5. Refit the tear-off edge.

Changing the Print Roller

Tools

Size 10 Torx screwdriver (comes with the printer).

Disassembly:

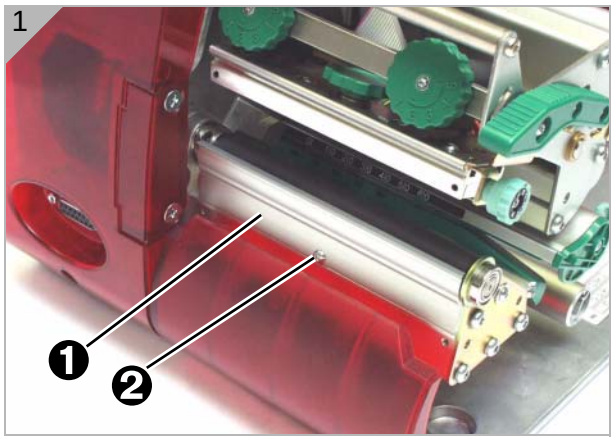
1. Switch off the printer and disconnect from the power.
2. Remove material and foil from the printer.
3. Unfasten the screw (1) in the middle of the tear-off edge (Fig. 1).
4. Remove the tear-off edge.
5. Release the set screw (2).
6. Remove the print roller sideways (Fig. 3).

Fitting:

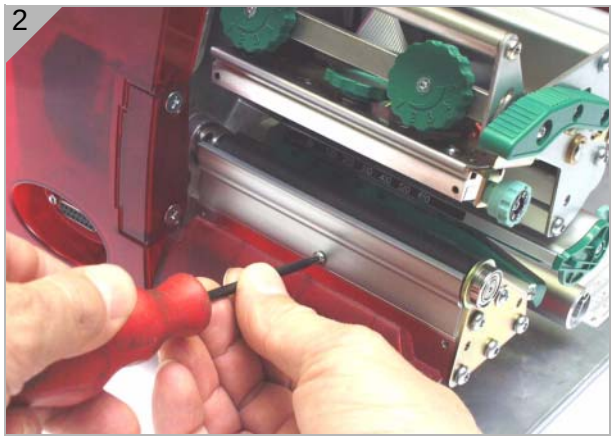
1. Push the print roller through the external bearing plate (3).

   The printer roller axle is flattened on the end.

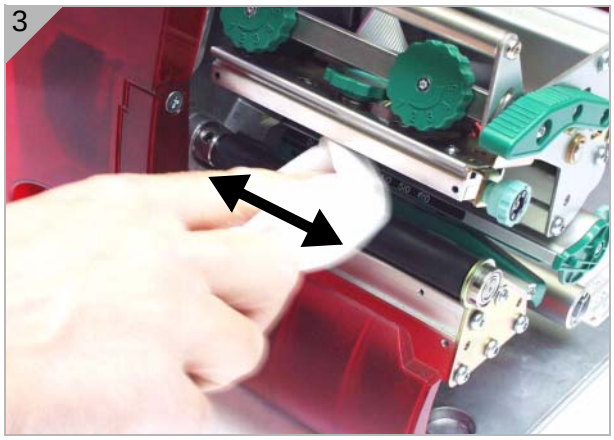
1



2



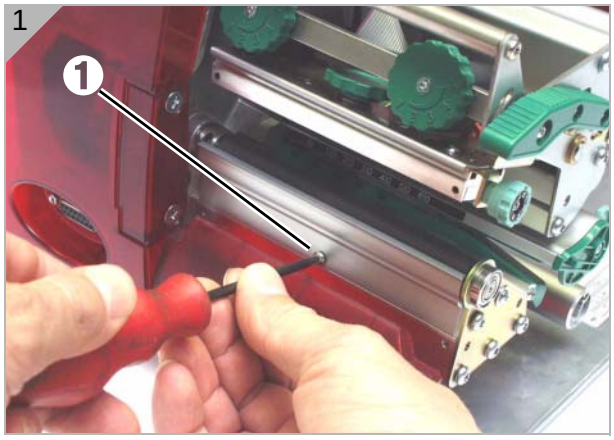
3



2. Place the axle in the socket (4) and gently rotate until the flat part of the axle is under the set screw (2).
3. Press the print roller firmly into the socket.

   ➠ Plate (5) and bearing plate (3) must lock flush with the interior (Fig. 4)!
4. Fasten the set screw.

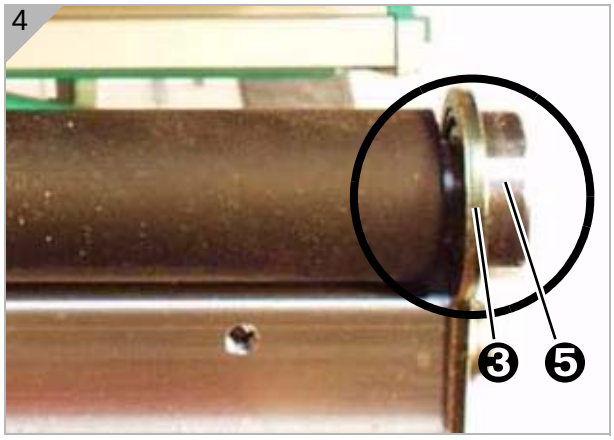
1



2

3

4



Punch Sensor

During printing the punch sensor can become contaminated with lint. Large amounts of dirt can lead to problems with perforation recognition.

To free the punch sensor from dust and abraded particles:

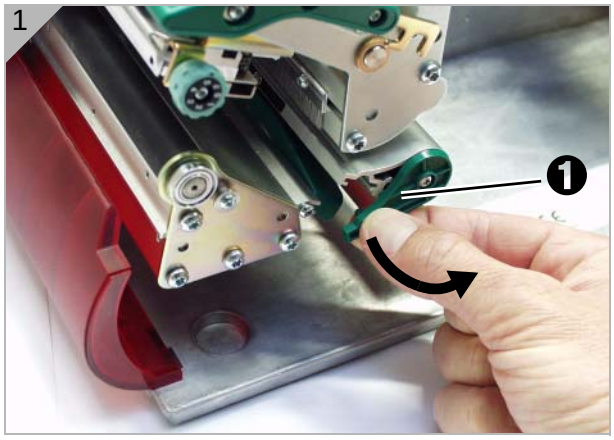
1. Remove the cover (1) gently and swivel downwards (Fig. 1).
2. Remove the sensor arm (2) (Fig. 2).
3. Clean the opening (3) with compressed air.

➠ The transmission sensor is situated in the upper and the lower part of the sensor arm on a level with the indicator (4). You can find the reflex sensor about 5 mm further out in the lower part.

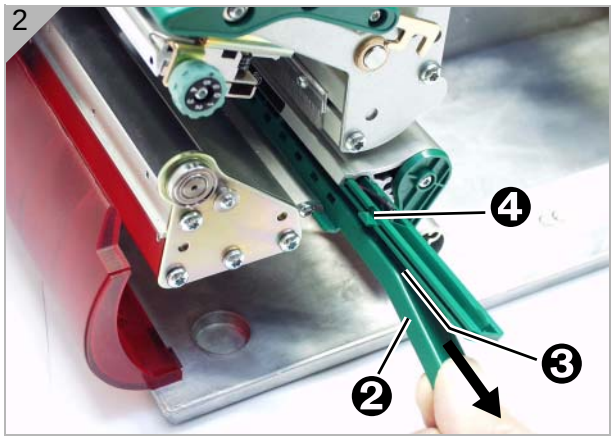
CAUTION! - The sensor surface is very sensitive to scratches!

➜ *Do not use sharp objects* or *solvents* when cleaning the sensors.

1



2



Index

C
Cleaning Agents *3*

E
ESD protection *5*

F
Frequency for maintenance *3*

H
Head resistance *7*

P
Print roller *8*
Printhead *5*

Q
Qualification *2*

R
Roller cleaner *3*

S
Safety *2*
Spare Parts *3*

T
Transmission sensor *10*
Troubleshooting *2*